

Civic radar of AI and other automated decision-making processes in public administration:

Third sector efforts to enhance universal access to social rights

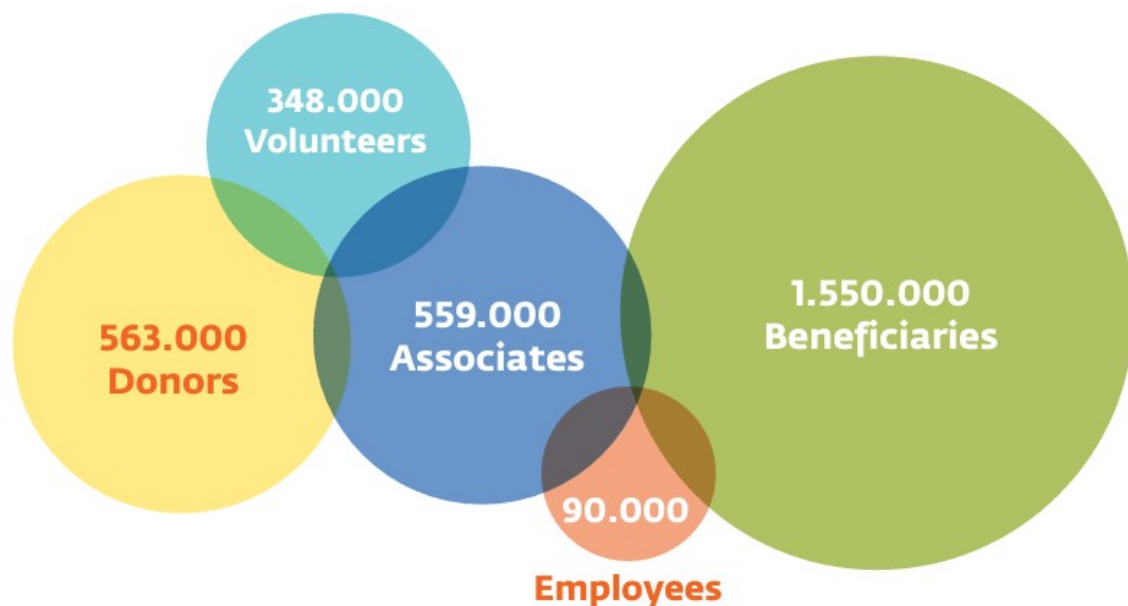
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Taula del Tercer Sector (Catalonia's Social Third Sector Platform), Spain



THE THIRD SECTOR

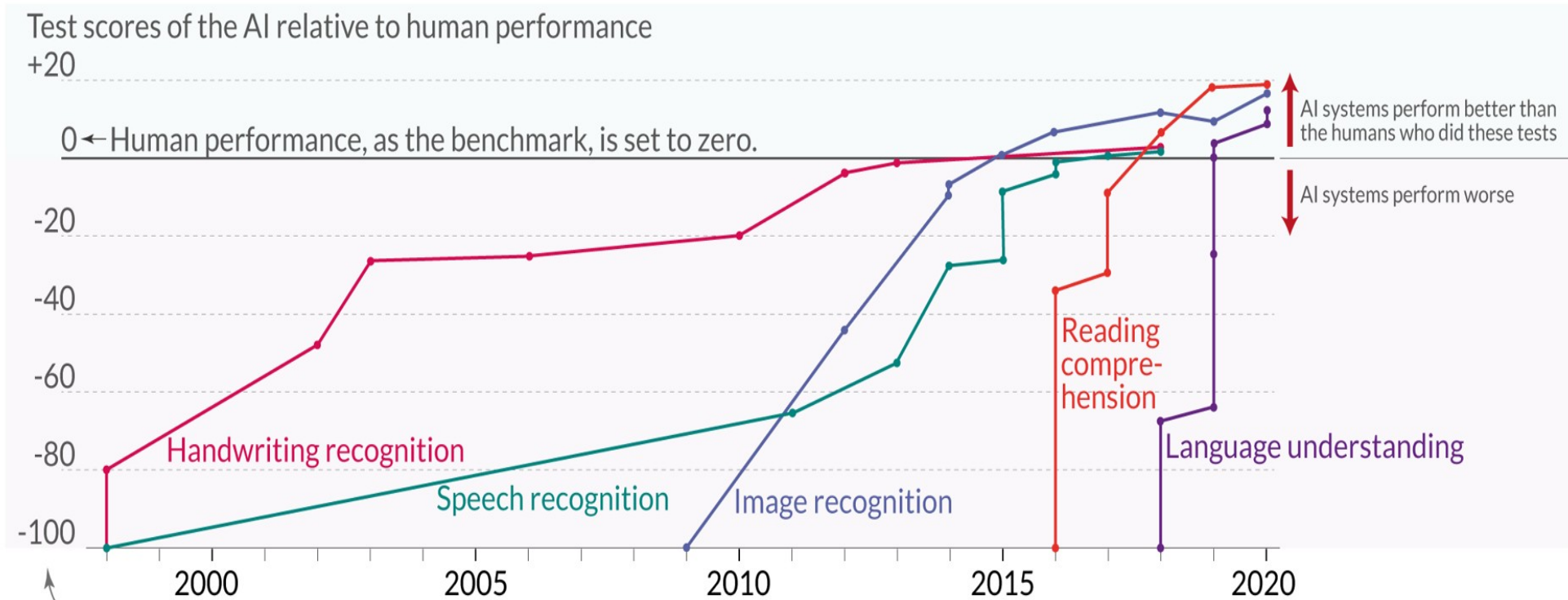


3.030 SINGLE
AGENCY MEMBERS
OF THE CATALAN
THIRD SOCIAL
SECTOR PLATFORM



Context

Language and image recognition capabilities of AI systems have improved rapidly



The capability of each AI system is normalized to an initial performance of -100.



“Civic radar of AI and other automated decision-making processes in public administration” to enhance universal access to social rights

The study takes an x-ray of the use made by the Public Administration of artificial intelligence in the social field.

Goals

- 1 Create a register of AI systems used by the Public Administration in the social sphere.
- 2 Provide the third social sector with more knowledge about the impact of AI on the access and guarantee of social rights in Catalonia.
- 3 Open an urgent and necessary debate on the risks and opportunities of using AI in the social sphere.

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Methodology

- The radar or repository was designed taking both international standards and the decisions of the research team (KSNET)
- AI-WATCH repository
- Selected AI cases in the public sector at the European Commission's Joint Research Centre
- Ethics Foundation's OASI Register



- Snowball identification
- Form + Interviews





Identified algorithms

ALGORITHM	ADMINISTRATION
1 System for identifying demands, problems and responses (DPR)	Barcelona City Council and the Municipal Institute of Social Services (belonging to the City Council)
2 Incident classification support system - MARIO	
3 IRIS Case Processor	
4 Chat systems, infoCanal Alzheimer and the 0-16 Childhood Fund	Barcelona City Council
5 Transcription of social emergency reports (Barcelona Social Emergency Centre - CUESB)	
6 RisCanvi	
7 Social Benefits Regulation Engine	Generalitat de Catalunya - Information and Communication Technologies Department
8 Benefits Advisor	
9 Identification of Social Intervention needs	
10 Conversational chatbots	
11 Video identification service to obtain the idCAT Mòbil identification document	Open Administration Consortium of Catalonia (AOC)
12 Energy poverty reports automation service	



Results

12

AI systems
identified

4

different
administrations



Internal use > automate tasks and
help technical staff



AI doesn't make decisions



Security level: high

Benefits and risks of using AI in public administration



- Greater speed, efficiency and quality in the attention of public services.
- Opportunity to design better policies.
- Improvement of internal management.



- Lack of privacy and security.
- Lack of transparency.
- Amplification of biases and discriminations.

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And now what?

AI can radically transform Public Administration and its relationship with citizens.

- Reduce bureaucracy.
- Remove barriers.
- Guarantee faster, more efficient and personalized care.

The role of social entities:



Advocacy to promote a firm and continuous commitment by the Public Administration.



Ensure an application of AI that does not go against the common good and does not violate the social rights of citizens.

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Opportunity

GAFA

Banks and
utilities

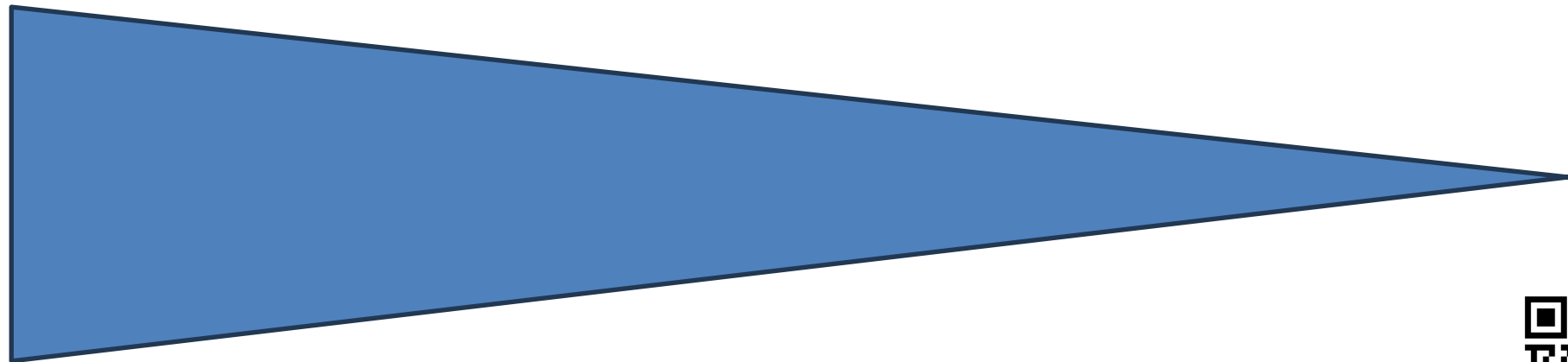
Governments
in tax
collection

Governments
in health

Governments
in social
services

Third
Sector

1. Use of
Technology
2. Data
3. Personalized
services
4. AI intelligence



Thanks!